



## POSITION DESCRIPTION

Position: **Production and Sales Associate**  
Reports to: Thrift Store Manager Status: Non-Exempt  
Location: Bread & Roses Thrift Schedule: Full-time/hours vary  
840 East Main St., Grass Valley, CA Date Prepared: August 10, 2017

### POSITION SUMMARY:

The Production and Sales Associate is responsible for sorting, hanging, pricing and overseeing quality assurance of salable donations received at Bread & Roses in addition to staffing the sales floor. The overall goal of the position is to ensure customer satisfaction by helping to maintain the steady production of available merchandise for sale; offering a variety of choices among donated items; keeping the store visually tidy and attractive; continuously looking for new and creative ways to display merchandise; enthusiastically responding to customer needs and inquiries.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

#### **Production Associate**

- Help remove salvage material and garbage from salable goods.
- Sort and inspect all assigned donations.
- Prepare donated clothing items for sale: hanging, tagging, steaming and pricing.
- Evaluate and determine product value, utilizing pricing guidelines set by Store Policy and Management.
- Price items to prepare to move to sales floor.
- Identify goods for special sales and auctions.
- Maintain production tallies and meet productivity goals including team sales quotas.

#### **Sales Associate**

- Ensure adequate and varied merchandise quantities on the sales floor, replenishing and emptying shelves with new merchandise as needed.
- Greet customers upon entering the store and help locate requested items.
- Monitor dressing rooms and replace unwanted items back in their proper place.
- Reorganize departments as needed or directed, keeping up with popular trends.
- Strive to find new and creative ways to display donated items and keep store departments looking “fresh.”
- Process and remove unsold items as appropriate.
- Personally contribute to both internal and external customer satisfaction.
- Assist in the setting up promotional displays and visual merchandising.
- Serve as store cashier (when assigned); follow cash handling procedures for both sales and monetary donations.

### **General Duties**

- Assist in all store closing administrative duties.
- Communicate with co-workers regarding product inventory, working cooperatively and collaboratively to meet store goals.
- Maintain a clean work area and contribute to a clean and safe work environment.
- Demonstrate safe work practices through awareness and observation in support of a safety culture; reports any potential hazards or accidents.
- Attend all mandatory meetings.
- Perform other duties as assigned.

### **ATTENDANCE:**

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

### **BUSINESS NECESSITY:**

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted and work is accomplished, with no diminishment in work performance.

### **SAFETY AND SECURITY:**

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

### **SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION AND/OR EXPERIENCE:**

High school diploma or general education degree (GED); or six months to one year of related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in a one-on-one and small group situations to volunteers, customers, clients, and employees of Hospitality House.

#### COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Gmail) and be able to access online payroll “hub.”

#### CERTIFICATES, LICENSES, REGISTRATIONS:

- Have access to reliable transportation and/or maintain a valid driver’s license.

#### OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment.
- Use initiative and independent judgment within established guidelines.
- Understand and carry out oral and written directions. Ability to communicate clearly and effectively with others.
- Prioritize work and coordinate several activities.
- Establish and maintain positive and cooperative working relationships with those contacted in the course of work, including a culturally diverse general public.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Flexible and open to direction, accepting constructive feedback readily.
- Knowledge of retail industry and/or non-profit thrift stores preferred.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand for prolonged periods of time, as well as walk, bend, kneel, squat, push, and stoop, and occasionally sitting; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell. The employee must regularly lift and/or move up to 30 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

Warehouse type environment; temperature varies; loud noises; exposure to dust.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

**This job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Printed Name: \_\_\_\_\_ Date \_\_\_\_\_

Signed: \_\_\_\_\_